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WOMACK

ARMY MEDICAL CENTER

Growing with Fort Bragg and our community



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A Message From Colonel West



Dear Readers:

There has been a dedicated team of medical professionals providing vital health care to the Fort Bragg community for over 92 years in some capacity. We were first the Camp Bragg Base Hospital in 1918, followed by the USA Station Hospital providing care to our Wounded Soldiers during WWII in the 1940s, and finally, the old Womack Hospital which served as our home for over 50 years. Today that team, which includes our staff from Clark, Joel and Robinson clinics, as well from Womack Army Medical Center, is still proud to be here providing outstanding care to our community.

We recently celebrated the tenth anniversary of our current magnificent medical center. Womack Army Medical Center is dedicated to Medal of Honor recipient PFC Bryant Homer Womack, a courageous medic who gave his life tending to the wounds of his fellow Soldiers even though he, himself, had sustained mortal wounds during a surprise enemy attack in Korea in 1952. Ours is the only military treatment facility named after an enlisted Soldier. In March 2000 we moved from the old Womack on a Saturday morning beginning at 4:30 a.m. We

transported every one of our inpatients by ambulance with a care team and delivered our first baby by noon the same day.

Womack has evolved over the past ten years. We opened our Neonatal Intensive Care Unit in 2006. In June 2007 we stood up the Warrior Transition Battalion (WTB) which has provided leadership and coordination of care for almost 2,000 of our Wounded Warriors since its inception. We have recently added a clinical psychology residency program and an integrated general surgery residency program. Future residency additions will include programs in optometry, obstetrics and gynecology and family medicine advanced obstetrics.

We are growing to meet the needs of the Servicemen and women, their Families and retirees who call Fort Bragg their home. We will print this publication quarterly to update our community. We are committed to those we serve!

Please log onto our Web site for up-to-date information at www.wamc.amedd.army.mil

Sincerely,
Nadja Y. West
Colonel, U.S. Army
Commanding



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This publication is a product of the Public Affairs Office at Womack Army Medical Center. For more information on Womack Army Medical Center, please call 910-907-7247 or e-mail us at pao.wamc@amedd.army.mil. Our staff is Darlene Fair, JoAnn Hooker and Shannon Lynch.



PHOTO BY JOE E. HARLAN

**Front Row: Daniel Boulton, Sylvia Manning, Frieda Huddleston, Chief, patient Relations Division. Back row: Alvin Holman and William Bethea
Not pictured: Thelma Brown and Wanda Battle.**

Patient Relations Division

Patient Relations Division (PRD) Chief, Frieda Huddleston, is a true believer in excellent customer service and is delighted to be a part of the sweeping changes taking place at Womack Army Medical Center (WAMC).

“Our goal is to improve our services and change the way we educate our beneficiaries on the resources available at Womack and how to access them. The emphasis is really on being proactive rather than reactive,” said Frieda Huddleston. The Patient Relations Division and Public Affairs Office (PAO) are now offering to attend any Family Readiness Group (FRG) meetings and brief family members on Womack Army Medical Center resources and programs. TRICARE representatives or other subject matter experts are also a part of the team that’s willing to come out and educate the groups. “We want our community to know Womack Army Medical Center is here for them. We are even available for evening or weekend meetings. The two offices also plan hospital tours for groups upon request,” added Shannon Lynch, the Public Affairs Specialist at Womack Army Medical Center. This proactive approach begins by closely listening to what our beneficiaries are



telling us. Patient Relations Division also monitors data compiled through Department of Defense (DoD) surveys, Interactive Customer Evaluation (I.C.E.), WAMC patient surveys, Army Provider Level Satisfaction Surveys (APLSS) and 'Opinionmeters' — electronic, immediate feedback survey devices.

Army Provider Level Satisfaction Surveys

Patients are randomly selected to complete the survey 72 hours after they see their provider. There are three types of surveys: a telephonic survey accessed by calling a toll free number, a returned mail survey and an on-line survey. For the surveys that are mailed and completed on-line, Womack receives money based on the overall patient satisfaction. To receive this funding, Womack has to score 90% or above inpatient satisfaction. These surveys have been in place for years. In recent months, Womack's patient satisfaction has increased, thus garnering more money for Womack to use in serving our patients. "If a patient is randomly selected, it is important that they complete the survey. Womack has to score 90% or above on patient satisfaction. We encourage our patients to fill out the surveys whether they have compliments or concerns. The feedback provides important information to Womack and will allow us to continue to improve our services. That is our number one goal," said Frieda Huddleston. This is the primary tool that Womack Army Medical Center uses to improve patient satisfaction.

Opinionmeters

We have re-designed the existing survey to mirror the Army Provider Level Satisfaction Survey. Opinionmeters are located throughout the hospital and the outlying clinics. Opinionmeters provide immediate feedback to the clinics and departments to use to improve their service.

Army Family Action Plan (AFAP)

Many changes on the installation are a direct result of using the Army Family Action Plan (AFAP), a yearly conference designed to address various issues and concerns. Womack Army Medical Center uses the Army Family Action Plan as an additional way to get feedback from our patients.

Change starts from within.

That is why the Patient Relations Division is also responsible for training Womack staff. No matter how the training evolves, the focus will always emphasize customer service that is professional, courteous, respectful and compassionate. Womack will continue to focus on excellent customer service. The hospital will also emphasize recognition and rewarding of those staff which provide excellent customer service through the revised Staff Recognition Program.

Even though Womack is in the forefront of customer service, without feedback from our patients, there is only so much that can be done.

"We are working hard to improve our services and we encourage patients to provide input on how we can continue to have Womack be the medical center of excellence it always has been," said Frieda Huddleston.

Patient Advocates are available at Womack Army Medical Center and the outlying clinics for our patients. The Patient Advocates are available to our patients to assist them with issues or concerns that the patient may have.

A part of the Patient Relations team are members of the Ombudsman Office. This office is a neutral, independent and impartial resource for Soldiers and their Families. The Ombudsman will help resolve any issue for Warriors in Transition, to include medical matters, personnel, finance, legal, transition benefits, Veterans Administration, etc. The Ombudsman will also assist non WTU Soldiers with medical care issues. For more information, call 910-907-8191/8609/8255.

For questions, or to make suggestions to the Patient Relations Division, please call 910-907-6177.

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Spring Maternity Fair

Babies, babies and more babies. Womack Army Medical Center is sponsoring a maternity fair in the clinic mall on Saturday, April 17th from 10:00 a.m. to 2:00 p.m. This fair is for expectant moms and their families.

Topics covered include:

- Childbirth Education
- Midwifery Services
- Car Seat Safety
- Women Infant and Children
- Pregnant Soldier Program
- Breastfeeding Information
- Nutrition Care
- New Parent Support Program
- Baby Basics
- Infant Massage
- TRICARE
- Customer Relations
- Vaccine Healthcare Center
- Dads 101
- How to Soothe a Crying Baby Info
- American Red Cross
- Labor and Delivery Tours
- Mother Baby Unit
- Neonatal Intensive Care Unit
- Social Work
- Breast Awareness
- Chaplain's Services
- Case Manager
- Army One Source
- Infertility



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5. Follow the directions on the screen and complete your registration. Log on today!



Womack Army Medical Center Pharmacy Pilot Program Supports the Warrior Transition Battalion (WTB)

Womack introduces the Electronic Medication Management Assistant (EMMA) which is a home solution for medication administration, and it is a pilot program offered at other military treatment facilities to include Fort Carson and Walter Reed Army Medical Center. The system is approved by the Food and Drug Administration (FDA) and prescriptions are managed by an EMMA certified TRICARE mail order pharmacy.

The small machine allows WTB patients to have their medications dispensed through this machine. The system uses AT&T cell phone technology. We have patients using the system that live in Linden Oaks, in Moon Hall and off post. The WTB pharmacists prescribe the medication for the patient. The pharmacists send the prescription to a TRICARE participating company that fills the prescriptions in blister packs. The blister packs are then loaded into the Electronic Medication Management Assistant. The WTB pharmacists identify which patients would be good candidates to use the system with the Nurse Case Managers. Patients that are on multiple medications, patients that need assistance with pain management and patients that might pose a suicide risk are all good candidates for using this new system. There is a consent process where the Soldier and the Family have to agree to the rules and to the objectives of the system.

The greatest benefit is that the system notifies the patient when their medication is due and the system can even call the patient on their cell phone when the patient has not taken their medication. In the event the patient does not take their medication, the system will notify an additional care giver identified by the patient. The system can hold up to ten medications. Some of the machines can be expanded to include up to twenty medications. Currently, the WTB pharmacists receive the medications and load them into the system. Once the blister packs are loaded into the system, the patient or the pharmacist can view an inventory of what medication is currently in the system. When a medication is due it informs the patient to take the medication with or without food and it sounds an alarm. The system even shows the patient a photograph of the medication on the screen so that the patient can match the medication to the picture on the screen. Our pharmacists have the capability to view the inventory of each system on-line. The medications are loaded into the system monthly and as needed.

Each system has magnets with contact information for the patient.



PHOTO BY CINDY BURNHAM

Dr. Traci Brooks, Clinical Pharmacist for the Warrior Transition Battalion, administers the Electronic Medication Management Assistant.

These contact numbers are available 24/7 to our patients for system issues. The system can also remind patients of clinic appointments. Currently, there are six machines that are in patients homes. Womack Army Medical Center has a total of ten machines to distribute to patients.

“The biggest change for the patients using this system is that now they have a machine that will remind them to take their medications, and it frees the caregiver to do other things. For the spouses, you can see the flood of relief on their faces. For some families, the caregiver has been responsible for their medications, but now they have assistance. Some families can resume their lives by going back to work,” said COL Bill Pickard, R. Ph., M.S., Chief, Department of Pharmacy.

“The system also gives the patients back some of their independence, and it involves them in their health care plan,” said Dr. Ashley Gunter, Clinical Pharmacist for the Warrior Transition Battalion.

For more information, please talk with your nurse case manager.

Womack offers Warrior Transition Battalion (WTB) Soldiers an adaptive sports program to get back on track.

Womack's Warrior, Activity, Recreation and Sports (WARS) program helps Soldiers through a twelve-week program for physical activity to assist them in recovery. The physician, the Soldier and their nurse case manager all agree which activities can be utilized. The program consists of the following activities:

- Trails/Tennis
- Spin/Yoga
- Strengthening
- Volleyball
- Wii Sports for sedentary Soldiers

These are all group activities, and they are scheduled at the same time every week. This program is designed to get Soldiers back into the routine of doing physical fitness training.

"It started as a partnership with Morale, Welfare and Recreation (MWR) at the Fort Bragg level. Then the Paralympic team from Colorado came in and trained the identified cadre and the Occupational Therapy staff from the WTB to administer the program. The initial program which ran through the end of April assisted 450 Soldiers to gain back strength," said Linda Hurst, an Occupational Therapist at Womack's Warrior Transition Battalion. Each activity has a designated physical fitness center. The program has encouraged healthy competition between the Soldiers. "Eventually we hope to offer this program year round for the WTB Soldiers," added Hurst.

According to Specialist Richard Wayne Barrera, before he began the program it was almost impossible for him to run or perform his duties as an 11 Bravo, an infantry Soldier. "I started the spin class twice per week and it gave me the motivation to start doing activities outside of the WARS program. I began to eat healthier and to work out on my own. I plan on continuing with this program," said Barrera.

For more information, please contact the WTB Occupational Therapy Clinic at 910-907-6464.



PHOTO BY CINDY BURNHAM

Stephenie Stein, a Certified Occupational Therapist at Womack, looks on as Sgt. Terry Anderson exercises on the BTE technology equipment.

YOUR continued satisfaction is important to us!
The Army Provider Level Satisfaction Survey (APLSS) lets us know how we are doing.
For more information, call 910-907-6177.

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Give the Gift of Life: Donate Blood to a Soldier

The Fort Bragg Blood Donor Center needs blood donors. The mission of the Fort Bragg Blood Donor Center is to provide blood products to support our deployed Soldiers and DOD medical treatment facilities. "Our weekly requirements have increased by 58%. "If you are looking for some way to support the military or military families, donate blood. It is only through volunteer donation that we are able to save lives," said Linda Ellerbe, Recruiter, Armed Services Blood Program. Fort Bragg is home to thousands of Soldiers, however, over 75% are ineligible to donate due to their deployments to Iraq, Afghanistan and other countries. After returning from Iraq, Afghanistan and Haiti there is a one-year deferral period. The need for blood is continuous as it is perishable and will expire within 42 days. The Fort Bragg Blood Donor Center also has an Apheresis Program. Soldiers at the rank of E-5 and

below can receive promotion points for donating. Apheresis donations are made by appointment only. Everyone who can donate blood should be encouraged to do so. If your unit or organization would like to sponsor a blood drive, please contact the Fort Bragg Blood Donor Center at 910-396-9925. The center is located in Building 8-2807, Scott Street. You can also visit the Web site at www.militaryblood.dod.mil for more information.



Important Telephone Numbers

Information
910-907-6000

Clark Health Clinic
910-907-2575

Joel Health and Dental Clinic
910-907-5635

Robinson Health Clinic
910-907-8282

Womack Family Medicine Clinic
910-907-6451

Pharmacy
910-907-7427

Refill Pharmacy
910-907-7676

Acute Minor Illness Clinic
910-907-2778

Fort Bragg Blood Donor Center
910-396-9925

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